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In this course, learners gain the insights and tools to identify, prioritize, and engage with stakeholders for success.

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A course that teaches the English language in a specific IT context at the “B2” proficiency level which is a basic requirement for employment use.

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INTERMEDIATE

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Computer Hardware Basics

Start learning the basics of computer hardware and discover the components of PCs, laptops and mobile devices.

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English, Español, Français, Português.

English (English)

Get Started

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6 HOURS

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- Overview
- Curriculum

Computers are everywhere! It is because the term “computers” refers to more than just a personal computer or laptop. Your smartphone is a mini-computer. A server is a super-computer. Cars, smart TVs, your game console – they all have a computer. Having a basic understanding for these devices and how they work is critical for success in today's digital world. This course is a great starting point for any IT career.

Computer Hardware Basics explores the fundamentals of computers and mobile devices, the components that comprise them, how they work, and basic troubleshooting tools and techniques.

Here’s what you will learn.

Module 1: Personal Computers

1.0. Introduction

1.1. General and Fire Safety

1.2. Personal Computers and Safety

1.3. Computer Disassembly

1.4. Open the Case and Connect the Power Supply

1.5. Install Motherboard Components

1.6. Install Drives and Adapter Cards

1.7. Install Cables and Complete Assembly

1.8. Personal Computers Summary

Module 2: Laptops

2.0. Introduction

2.1. Laptop Components

2.2. Laptop Wireless Configuration

2.3. Preventive Maintenance for Laptops

2.4. Laptops Summary

Module 3: Other Mobile Devices

3.0. Introduction

3.1. Mobile Device Overview

3.2. Other Mobile Device Hardware

3.3. Other Mobile Devices Summary

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Computer Hardware Basics Final Exam

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The health gauge reflects your performance during the course You now have 0% health

Complete 1.0.1 Why Should I Take This Module?

1.0.1 Why Should I Take This Module?

People prepare for work in the information technology fields by earning certifications, seeking formal education, and experiencing internships and jobs. In this module, you will learn about all the components that make up a PC, starting with the case that houses all of the internal components. Computers, components, and peripherals all contain hazards that can cause

severe injury. Therefore, this module begins with safety guidelines that you should follow to prevent electrical fires, injuries, and fatalities while working inside a computer. You will also learn about Electrostatic Discharge (ESD) and how it can damage computer equipment if not discharged properly

In this module, you will watch a demonstration of a computer disassembly so that you can become more familiar with all of the components and how they are connected. We also provide instructions if you would like to disassemble a computer of your own.

Additionally, you will watch detailed demonstrations of assembling a computer, from installing the power supply, CPU, RAM, motherboard, adapter cards, cables, and external connectors. We also provide instructions if you would like to assemble a computer of your own.

Complete 1.0.2 What Will I Learn in This Module?

1.0.2 What Will I Learn in This Module?

Module Title: Personal Computers

Module Objective: Install components to safely build, repair, or upgrade personal computers.

Topic Title	Topic Objective
General and Fire Safety	Define general and fire safety sta
Personal Computers and Safety	Explain how to keep personal com
Computer Disassembly	Disassemble a PC.
Open the Case and Connect the Power Supply	Connect the power supply.
Install Motherboard Components	Install the motherboard compone
Install Drives and Adapter Cards	Install the internal drives and ada
Install Cables and Complete Assembly	Connect the computer componen

Welcome to the **Computer Hardware Basics Final Exam.**

This assessment covers the core concepts and skills presented in the Computer Hardware Basics (CHB) course.

There are **30 questions** in total. You must achieve **70% to pass this exam**.

You have **unlimited attempts to pass** the exam. Feedback is provided to direct you to areas that may require additional attention.

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Incomplete Question 1

Question 1

Multiple choice question

What is the purpose of thermal paste being applied to the top of the CPU when the heatsink and CPU fan are being installed?

to improve the transfer of heat from the CPU to the heatsink

to ensure that the heatsink adheres to the CPU

to make it easier to remove and clean the heatsink

to simplify aligning the heatsink and fan with the mounting screws

Incomplete Question 2

Question 2

Multiple choice question

A technician is installing additional memory in a computer. How can the technician ensure that the memory is correctly aligned?

A notch in the memory module should be aligned with a notch in the memory slot.

The label on the memory module should always face the CPU.

The arrows on the memory module should be aligned with the arrows on the motherboard slot.

Memory slots are color coded, so the red memory module should be aligned with the blue memory slot.

Incomplete Question 3

Question 3

Multiple choice question

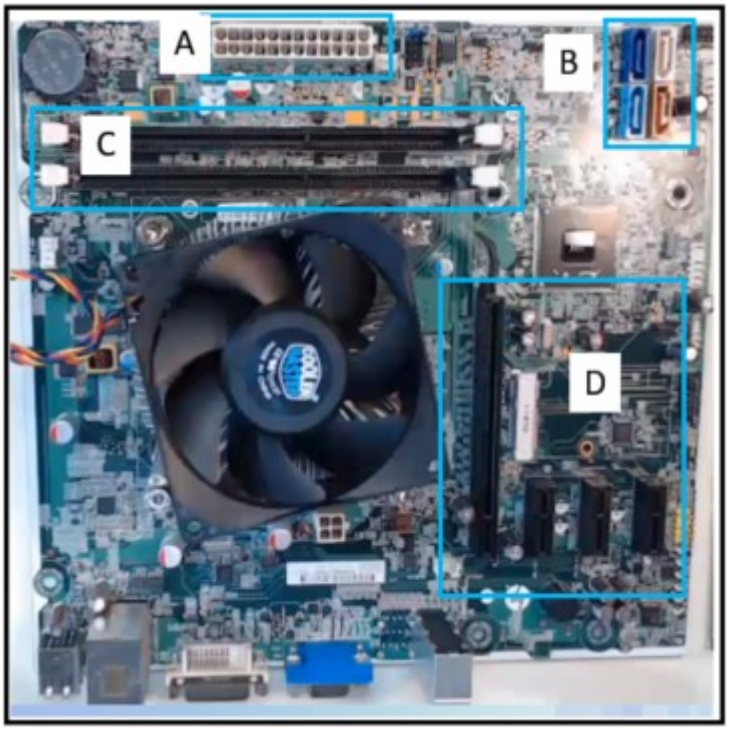
Refer to the exhibit. In which section of the motherboard would a memory module be installed?

section A

section B

section C

section D



Incomplete Question 4

Question 4

Multiple choice question

Which statement describes the proper use of an anti-static wrist strap?

An anti-static wrist strap should not be used in conjunction with an antistatic mat.

For optimum grounding, the clip should be attached to a painted section of the computer case.

An anti-static wrist strap should make contact with the skin.

The anti-static wrist strip should not be attached to any grounded object.

Incomplete Question 5

Question 5

Multiple choice question

Which three components are usually installed on a PC motherboard before the motherboard is installed in the computer case? (Choose three.)

- [ ] CPU
- [ ] CPU heatsink and fan
- [ ] RAM
- [ ] internal hard drives
- [ ] power supply
- [ ] optical drive
- [ ] adapter cards

Incomplete Question 6

Question 6

Multiple choice question

What are three important considerations when installing a CPU on a motherboard? (Choose three.)

- [ ] Antistatic precautions are taken.

The CPU is correctly aligned and placed in the socket.

The CPU contacts are first cleaned with isopropyl alcohol.

The CPU heat sink and fan assembly are correctly installed.

The CMOS EPROM battery is removed prior to installing the CPU.

Maximum insertion force is applied to the load lever so the CPU is locked in place.

Incomplete Question 7

Question 7

Multiple choice question

When a PC is being assembled, which component is connected to the motherboard with a SATA data cable?

the power supply

the internal solid-state drive

the video card

the network interface card

Incomplete Question 8

Question 8

Multiple choice question

A technician is replacing a power supply. Which two factors should the technician consider when obtaining the replacement part? (Choose two.)

type of case

input voltage level of 12 or 5 VDC

number of internal fans

output voltage

wattage

Incomplete Question 9

Question 9

Multiple choice question

Which sequence of steps is required to correctly install a heat sink and fan assembly onto a CPU in a desktop PC?

1. Apply a small amount of thermal compound to the CPU.
2. Align the heat sink and fan assembly retainers with the holes on the motherboard.
3. Place the fan and heat sink assembly onto the CPU socket.
4. Tighten the fan and heat sink assembly retainers to secure the assembly in place.
5. Connect the assembly power cable to the CPU fan connector on the motherboard.

1. Connect the assembly power cable to the CPU fan connector on the motherboard.
2. Align the heat sink and fan assembly retainers with the holes on the motherboard.
3. Place the fan and heat sink assembly onto the CPU socket.
4. Tighten the fan and heat sink assembly retainers to secure the assembly in place.
5. Place the correctly aligned CPU gently into the socket.

1. Place the correctly aligned CPU gently into the socket.
2. Align the heat sink and fan assembly retainers with the holes on the motherboard.
3. Place the fan and heat sink assembly onto the CPU socket.
4. Tighten the fan and heat sink assembly retainers to secure the assembly in place.
5. Connect the assembly power cable to the CPU fan connector on the motherboard.

1. Apply a small amount of thermal compound to the CPU.
2. Align the heat sink and fan assembly retainers with the holes on the motherboard.
3. Place the correctly aligned CPU gently into the socket.
4. Tighten the fan and heat sink assembly retainers to secure the assembly in place.
5. Connect the assembly power cable to the CPU fan connector on the motherboard.

Incomplete Question 10

Question 10

Multiple choice question

Which three PC desktop functions are typically provided on the front panel and must be connected to the motherboard? (Choose three.)

network activity light

PC power button

drive activity light

USB connectors

CPU temperature indicator

audio power button

Incomplete Question 11

Question 11

Multiple choice question

Which laptop component makes use of throttling to reduce power consumption and heat?

CPU

motherboard

optical drive

hard drive

Incomplete Question 12

Question 12

Multiple choice question

Which type of networking technology is used to share an Internet connection wirelessly between two mobile devices?

Ethernet

Bluetooth

Cellular

Satellite

Incomplete Question 13

Question 13

Multiple choice question

A technician has installed a wireless Ethernet card in a Windows 7 laptop. Where would the technician configure a new wireless connection?

Control Panel > Networking and Sharing Center > Set up a new connection or network

Control Panel > Administrative Tools > Services

Control Panel > Internet Options

Control Panel > System > Device Manager

Incomplete Question 14

Question 14

Multiple choice question

Why are SODIMMs well suited for laptops?

They have a small form factor.

They connect to external ports.

They do not produce heat.

They are interchangeable with desktops.

Incomplete Question 15

Question 15

Multiple choice question

A landscape photographer is taking pictures in a countryside location and needs to send some pictures already processed on the laptop to the hiring agency. Which technology would allow the laptop to access the internet to complete the task?

satellite connection

tethering through a smartphone

DSL connection through a modem

WAN connection through a Wi-Fi network

Incomplete Question 16

Question 16

Multiple choice question

A user needs to connect a Bluetooth device to a laptop. Which type of cable is needed to accomplish this?

None. Bluetooth connections are wireless.

VGA cable

USB cable

EIA/TIA 232 cable

Parallel cable

Incomplete Question 17

Question 17

Multiple choice question

To clean laptops, which two products are recommended? (Choose two.)

cotton swabs

mild cleaning solution

ammonia

rubbing alcohol

car wax

Incomplete Question 18

Question 18

Multiple choice question

Because of limited space on a laptop keyboard, some keys have a dual-purpose. What are these keys called?

control keys

alternate keys

special purpose keys

function keys

Incomplete Question 19

Question 19

Multiple choice question

A technician needs to configure a Bluetooth headset for a laptop user. Which two steps should the technician take before installing the headset? (Choose two.)

Remove the battery.

Disconnect AC power.

Enable Bluetooth in BIOS Setup.

Ensure that the antistatic wrist strap is attached to a nonpainted portion of the laptop.

Ensure that the laptop Bluetooth switch is enabled.

Incomplete Question 20

Question 20

Multiple choice question

What type of laptop small form factor component is used to store data that can be accessed at high speeds?

SODIMM

SATA drive

M.2 drive

Firewire

Incomplete Question 21

Question 21

Multiple choice question

A tourist is traveling through the countryside and needs to connect to the internet from a laptop. However, the laptop only has Wi-Fi and Ethernet connections. The tourist has a smartphone with 3G/4G connectivity. What can the tourist do to allow the laptop to connect to the internet?

Enable tethering and create a hotspot.

Use an Ethernet cable to connect the smartphone to the laptop.

Use the smartphone to access web pages and then pass the web pages to the laptop.

Use the smartphone to access the internet through a satellite connection and then share that connection with the laptop.

Incomplete Question 22

Question 22

Multiple choice question

A system analyst wants to communicate with the company while jogging and also be able to track personal physical activity. What technology is best suited to perform this task?

tablet

e-reader

laptop

smartwatch

Incomplete Question 23

Question 23

Multiple choice question

A teenager has asked the grandparents for a specific type of mobile technology. The grandparents do not remember the specific name of the device, but remember that the teenager wants to receive a cell phone call on it. Which technology is likely to be the one the teenager wants?

e-reader

GPS

Smart watch

VR headset

Incomplete Question 24

Question 24

Multiple choice question

A parent needs to keep a child entertained with an interactive video while the parent makes an urgent phone call on a smartphone. Which mobile technology allows this action to be accomplished?

tablet

e-reader

laptop

smartphone

Incomplete Question 25

Question 25

Multiple choice question

What are two methods typically used on a mobile device to provide internet connectivity? (Choose two.)

Cellular

Zigbee

Wi-Fi

Z-Wave

GPS

Incomplete Question 26

Question 26

Multiple choice question

What two sources of information are used to enable geocaching, geotagging and device tracking on Android and iOS devices? (Choose two.)

GPS signals

cellular or Wi-Fi network

the user profile

images of the environment from the integrated camera

the relative position to other mobile devices

Incomplete Question 27

Question 27

Multiple choice question

Why are e-readers commonly preferred over tablets to read books?

An e-reader only supports Wi-Fi connectivity, but a tablet can support both Wi-Fi and cellular connectivity.

An e-reader commonly has longer battery life than a tablet device.

A tablet device usually weighs less than an e-reader.

A tablet uses an electronic paper technology that provides better performance than an e-reader.

Incomplete Question 28

Question 28

Multiple choice question

A journalist has been writing a news article on a laptop while travelling away from the office. Which technology would provide the best means to submit the article for publication?

satellite connection

tethering through a smartphone

DSL connection through a modem

WAN connection through a Wi-Fi network

Incomplete Question 29

Question 29

Multiple choice question

Which two methods are used to directly connect mobile devices such as tablets and smartphones to a data network? (Choose two.)

WiMax

Cellular communications

Bluetooth

Wired Ethernet

Wi-Fi

Incomplete Question 30

Question 30

Multiple choice question

Which two operating systems are commonly found on mobile devices? (Choose two.)

Android

iOS

Google

FitBit

Apple

Click 'Submit' if you are ready to receive your quiz score.

Submit

There is incomplete content above. You must complete this before you can proceed through the course.

Thank you for taking the time to share your opinions about your experience with the **Computer Hardware Basics Final Exam** course. The survey is brief and should only take approximately 3-4 minutes to complete. Your responses are confidential and will have a real impact on how we will improve the content, assessments and delivery of the course for future students.

Please answer all of the questions then Submit.

Complete Question 1
Question 1

Multiple choice question
Which of the following descriptions best characterizes you?

- Student at a technical school
- Student at a non-technical school
- Instructor/Professor/Teacher
- IT/Networking Professional
- Entry-level IT/Networking Professional
- Non-IT/Non-Networking Professional
- None of the above

Complete Question 2
Question 2

Multiple choice question
Please choose the option below that best describes your current goal or motivation for taking this course:

- To explore a technology career

To enter or advance in a technology career

To gain knowledge and skills that can be applied in my current or future non-technology career

To further my education

For personal use (as a hobby or for home use)

Other

Complete Question 3

Question 3

Multiple choice question

Please rate your overall experience with this course as a whole:

Very dissatisfied

Dissatisfied

Neutral

Satisfied

Very satisfied

Complete Question 4

Question 4

Multiple choice question

Please rate your confidence with the knowledge and skills you learned in this course:

Not at all confident

A little confident

Confident

Very confident

Completely confident

Complete Question 5
Question 5
Multiple choice question
Please rate your motivation to do well in this course:

Not at all motivated

Slightly motivated

Motivated

Very motivated

Completely motivated

Complete Question 6
Question 6
Multiple choice question
In thinking about the following statement, please select the answer most closely aligned to your feelings- Completing the course was worth the time and effort I invested:

Strongly agree

Agree

Somewhat agree

Disagree

Strongly disagree

Complete Question 7
Question 7
To what extent did this course help you:

Statements	Very much	Quite a bit	Somewhat
Learn skills that can be used in your current or a future job			
Increase your value in the job market			
Obtain a new job or advance in your current job			

Statements	Very much	Quite a bit	Somewhat
Further your education			

Complete Question 8

Question 8

Multiple choice question

Thinking about your entire experience with Skills for All, how likely are you to recommend Skills for All to others?

0

1

2

3

4

5

6

7

8

9

10

Not at all likely **Extremely likely**

Complete Question 9

Question 9

Multiple choice question

What could be improved most in Skills for All? (select one)

Nothing - everything is great!

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